additional resources through better marketing of premium products services like speed post, business post etc.

Better facilities to subscribers

5374. SHRI K. RAMA MOHANA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware that the telephone users in the country are facing innumerable problems;

(b) whether Governments are also aware that complaints about faulty telephones are not attended to for months together; and

(c) what steps are being taken to ensure better facilities so that people are not attracted towards to telephones bei g provided by private companies?

THE MINISTER OF STATE IN TI . MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (ai and (b) Problems faced by users are continuously monitored by the Government through various Public Grievances Cells and Fault Reporting Systems. Attempts are made to repair most of the faulty telephones within norms. However, sometimes delays take place due to cable faults, major break down of lines, prolonged power failure etc. especially in rural areas. Such faults due to their nature, take longer time to rectify.

(c) To improve customer satisfaction with the service, following steps have been taken:

(i) Line staff are being given behavioural training.

(ii) Computerisation of following services in all exchanges is being done.
   (a) Fault repair service
   (b) Directory enquiry
   (c) Billing

(iii) More and more Remote Switching Units (RSUs) are being installed to reduce the underground cable length and thereby reducing fault liability.

(iv) Pagers are being provided to reduce fault clearance duration.

(v) Bill payment through banks.

Opening of Post Offices in Orissa

5375. SHRI RAMACHANDRA KHUNTIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any proposal for opening of post office at village Begana under Xorai Police Station in the district of Jaipur in Orissa; and

(b) whether Government would consider the proposal of opening a village post c .lice at Begana taking Mrutunjoypur, Dhanapur and Uchinda as its operation area?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRITAPAN SIKDAR): (a)There is no proposal for opening of Post Office at village Begana under Korai Police Station in the district of Jaipur in Orissa for the present.

(b) Post Offices are opened subject to justification as per prescribed norms. The opening of new post offices depends upon availability of resources such as funds and sanctioning of posts by Ministry of Finance.

Excavation in Solapur, Maharashtra

5376. SHRI BRAHMAKUMAR BHATT: Will the Minister of CULTURE be pleased to state:

(a) whether a puranic temple called Harihareshwar exists in village Kudal Sangam, Solapur (Maharashtra);

(b) whether any further excavations have been conducted/are proposed to be made in the area;

(c) if so, the outcome thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF CULTURE (SHRI ANANTH KUMAR): (a) to (d) A Harihareshwar temple exists in Village Kudal Sangam in Solapur (Maharashtra). The temple is not protected by the Archaeological Survey of India and no excavation is proposed at this site.

Construction of Mega Museum

5377. SHRI RAMACHANDRAIAH RUMANDLA: Will the Minister of CULTURE be pleased to state:

(a) whether Government propose to build mega museums to commemorate 50 years of the Republic;

(b) if so, the locations thereof; and

(c) the details of the project and the financial implications?

THE MINISTER OF CULTURE (SHRI ANANTH KUMAR): (a) to (c)